



CITY OF ST. CHARLES
POSITION DESCRIPTION
Office Assistant- Building & Zoning

Department: Community Development – Building and Zoning

FLSA Status: Non-Exempt

Reports to: Senior Administrative Assistant

Union: Non-Union

Position Description Overview

As a member of the Building and Zoning team, the Office Assistant applies clerical and customer service skills to provide assistance to the department, other City departments, employees and residents.

Essential Functions and Responsibilities

1. Provides general clerical support duties as requested and directed by supervisor by answering telephone calls, typing, copying, collating, assembling, filing and distributing office documents, distribute department mail, prepare routine correspondence, calendars in Lotus Notes and various other miscellaneous duties. (50%)
2. Collecting, assembling reviewing, and processing permit information before final issuance of permits and then processing permit-related paperwork to the appropriate departments. Shares in the co-worker rotation of processing monthly building permit reports. (40%)
3. Proofread various reports and forms for accuracy. (5%)
4. Maintain paper and electronic files. (5%)

Ancillary Functions and Other Duties

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Communicate with customers and staff in a timely, accurate, and professional manner.
3. Provide coverage and perform other duties to cover for other department members.
4. Participate in proactive team efforts to achieve departmental and company goals.

1. Comply with all safety policies, practices and procedures. Report all unsafe activities to supervisor and/or Human Resources.
2. Perform other duties as assigned.

Qualifications

For successful performance in this position, the incumbent will need to demonstrate the following:

Knowledge, Skills and Abilities

1. General supervision: routine duties are performed with minimal supervision; standard practices or procedures allow me to proceed alone at routine work; occasional check of work while in progress; work is reviewed upon completion.
2. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
3. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
4. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
5. Proficient personal computer skills including electronic mail, record keeping, routine database activity, word processing, spreadsheet, graphics, etc.
6. Ability to use telephone, copier, fax machine, binding machine and postage machine.
7. Handle multiple tasks simultaneously.

Experience and Education

1. High school diploma or equivalent.
2. Minimum of one to three months' related experience and/or training ;or equivalent combination of education and experience.

Physical/Environmental Demands

Sedentary physical activity performing non-strenuous daily activities of an administrative nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:

1. Physical activity involving standing, walking, and using hands to finger, handle, or feel up to 1/3 of time on the job.
2. Physical activity involving talking or hearing between 1/3 to 2/3 of time on the job.
3. Physical activity involving sitting over 2/3 of time on the job.
4. Manual dexterity sufficient to reach/handle items and work with the fingers.
5. Close vision (clear vision at 20 inches or less).
6. Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).
7. Ability to lift up to 25 pounds under 1/3 of time on the job.

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects Human Resource's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources
Office Assistant – Building and Zoning (P/T)
5/04

Date